BSPlink Webcast in English for Airlines: Q&A report

Question Asked	Answer Given
Currently, we can see the files of two months' back. The ability to see the files for 2 years, will be only in the Lean package? what about the "Efficient" package?	The BSPLink Lean will have the ability to store all records subscriped up to 2 years. The other tiers will keep storage levels: 2 months for billing reports, 12 months for refunds and 18 months for ADMs. Note: these 2 years will be start building up as from when subscription starts and will take the existing default historical data mentioned. See more details of packaging on the leaflets that can be found here: https://www.iata.org/en/services/finance/bsp/bsplink/.
In terms of individual users in the countries, how are we going to receive the training	In Customer Portal, there are video tutorials free of charge in 16 languages that allow to train your staff. These video tutorials assume you are already a user of BSPlink and focus in how to do the same tasks in a different interface. There is also a sandbox where users can train themselves with dummy data. Last, there are many FAQs answering your questions. These are available worlwide for any type of user, agents or airlines. All users will receive emails to their login email announcing beta and live period starts and with all the resources summarized.
With the single sign in, will access to respective countries be managed by IATA or individual airlines and how shall this process be?	The single sign on (SSO) is a feature included in BSPlink Streamlined for Airlines and BSPlink Lean for Agents. If the SSO is related to an administrator / main user, this rights are given by IATA. If the SSO is related to a supplementary user, these rights are given by the customer administrator or BSPlink by choosing the user profile. SSO cannot be removed. What can be restricted further is the number of countries or branches the user has the access to see. Please check more details on packaging on the leaflets that can be found here: https://www.iata.org/en/services/finance/bsp/bsplink/
Are these prices of 40$, 140$ & 200$ per month?	Prices are not yet finalized for airlines. Please be mindful there are discussions with FinDev at this stage. But IF price is kept, yes, these prices are per month per BSP.
Do you have a sample of the airline performance dashboard that you can show us?	Not yet. As the project development works in Agile, we have not yet screenshots to share.
When will the feature of reports being sent on email commence/expected to commence?	This is not part of the current functionalities of BSPlink is not foreseen to be implemented. Reports can be downloaded via BSPlink or sent by SFTP if requested.
How do we access the tutorials on the Customer portal. Who can be contacted for any queries.	All Video tutorials are here: https://www.iata.org/en/services/finance/bsp/bsp-link-new-frond-end/#tab-2
If the price is per BSP, then will there be a limit on the number of users that can be created for each BSP	To date, the prices being shown is per BSP and no maximum limit yet identified per BSP. This was done to take into account the limitation on GDPR and the restriction on sharing users. However, a reasonable usage is expected to avoid any system risk in workload that may harm other users.

BSPlink Webcast in English for Airlines: Q&A report

Question Asked	Answer Given
The HOT files currently downloaded from IInet, will it be available on the sFTP for all BSP and which can be downloaded or interfaced into Revenue Accounting System	There are two file transfer services offered by IATA: iiNET and the SFTP of BSPlink. There are differences: 1) iiNET transport files for any IATA settlement service, and SFPT of BSPlink only data related to BSP. 2) iiNET performs extra data processing and some complex file dispatching that is not offered in SFTP of BSPlink. 3) iiNET is a paid option on top of BSPlink fees. SFTP is included in BSPlink Lean (and kept if you had it before included in BSPlink fees).
All reports will also be available for upto 2 years ? Currently the reports are available for 2 months only	The BSPLink Lean will have the ability to store all records subscriped up to 2 years. The other tiers will keep storage levels: 2 months for billing reports, 12 months for refunds and 18 months for ADMs. Note: these 2 years will be start building up as from when subscription starts and will take the existing default historical data mentioned. See more details of packaging on the leaflets that can be found here: https://www.iata.org/en/services/finance/bsp/bsplink/.
Airline billing reports , can we download in XLS/CSV formats ?	BSPlink project is not related to format of files. These are procuded by another IT service in IATA. So same formats there are today will be kept. However, IATA received feedback on some files not being useful for automation (eg. PDF). IATA will consider this change in the future based on 2021 budget priorities for the organization. Also all online sales queries in the New BSPlink can be downloaded into CSV or TXT formats. The results of the queries performed by the user will be the content of the file.
Can we have default status available instantly on BSPlink to save time instead of receiving thru e-bulletin or raising queries thru customer portal ? Default agent status , like termination date, recovery of dues, available financial security , prorated liquidation of BG.. etc	This is not foreseen yet. Thanks for the feedback. IATA will consider this in detail.
Is it possible to have different plans at the same time? i.e. 10 efficient users and 15 streamlines for example?	IF new pricing is finally approved and put in practice in 2021, the Airline needs to choose one tier for their full organization. That is the maximum features available per user. The advanced user management tool will allow them to restrict/extend the access of anyone at any moment.
A USEFUL TOOL / ENHANCEMENT WOULD BE FOR AGENTS TO ASSOCIATE AN AIRLINE WAIVER TO A DOCUMENT. I KNOW THIS IS POSSIBLE AT ADM DISPUTE LEVLE OR WHEN APPLYING FOR RA, HOWEVER IF WAIVER CAN BE SEEN AT DOCUMENT LEVEL IT WOULD ENABLE AIRLINE TO VALIDATE AT TIME OF AUDIT PRIOR TO RAISING ADM. WOULD THIS BE POSSIBLE TO INCLUDE IN FUTURE IN AS PART OF ONE OF THE PLANS?	This is not foreseen yet. Thanks for the feedback. IATA will consider this in detail.

BSPlink Webcast in English for Airlines: Q&A report

Question Asked	Answer Given
Would there be the option to apply a certain operation to a group of agents? since currently we can do something for one single agent or the entire portfolio but not for a defined group.	Currently in the classic BSPlink you can already perform actions to Agent groups if they exist. You can grant ticketing authority based on the group name an agency has. We will have the same option in the New BSPlink and also are looking into extending this feature for other functionalities. The improved dashboards will include consolidated views of agents (Groups/GoGlobal) in BSPlink Lean. Please check more details on packaging on the leaflets that can be found here: https://www.iata.org/en/services/finance/bsp/bsplink/
Hi, when we should expect to have the new version available or its already available ?	The New BSPlink is being rolled out already in waves and is already available for Pilot 1, 2 and soon Wave 1 Countries. You can follow the implementation waves here: https://www.iata.org/en/services/finance/bsp/bsp-link-new-frond-end/#tab-4. Note: for Airlines, users will be in beta untill roll out is finalized worldwide. Then, Airlines users will be live and the "old" interface will be decomissioned. It will be when users are live that the new price (if any) will be put in practice.
Incase previous records are required for beyond 2 years, can they be requested via Iata portal ?	No.
Incase the user has the access to multiple countries, he can switch to other country data without logging off in beta version?	Yes.
Can kindly elaborate further difference between Efficient and Streamlined ?	Efficient will allow a company to have the required features to participate in BSP. However, the treatment of actions is per ticket and manual. Streamlined allows already certain levels of automation, such as mass management of ADMs/ACMs/refunds. It also has single sign on (SSO) for users, where Efficient has not SSO. Lean offers further automation with SFTP and also convenience features as longer storage of data, benchmark dashboards and consolidated views accross countries. Please check more details on packaging on the leaflets that can be found here: https://www.iata.org/en/services/finance/bsp/bsplink/
Can the details of agents opting to choose GoLite can be viewed in Beta version?	A golite agent still has access to BSPlink, which means that the Airline will be able to see the details of the Agency and the Accreditation model they have in the classic BSPlink and we will have the same on the New BSPlink
Usually the BSP reports are available for only past 2 months, in new feature it is mentioned records will be avialbel for 2 years. Does that mean a report will be available for 2 years ? Request pls clarify.	The BSPLink Lean will have the ability to store all records subscriped up to 2 years. The other tiers will keep storage levels: 2 months for billing reports, 12 months for refunds and 18 months for ADMs. Note: these 2 years will be start building up as from when subscription starts and will take the existing default historical data mentioned. Please check more details on packaging on the leaflets that can be found here: https://www.iata.org/en/services/finance/bsp/bsplink/

BSPlink Webcast in English for Airlines: Q&A report

Question Asked	Answer Given
Also as I'm responsible for both Air France and KLM, will it be possible for me to see the reports for both the airlines with a single sign on.	Not for now. But this is something under consideration from IATA, provide airline group consolidated access in BSPlink Lean and advanced user management tool. If there is critical mass in the request and depending on 2021 budget prioritization, this will be included.
Please advise, will there be option to create sub-users in the efficient & Streamlined models. As today we can create sub-users.	Main administrator user is always created by IATA. The sub-users should be created/deleted/modified by the administrator of the company. IF the new pricing is finally accepted, the tier is selected at company level. This will determine the maximum capabilities and functionalities that any user can have. The user management service will allow to restrict functions if needed and geographies. There will be suggestions of template personas to help doing this exercise faster, completely optional.